



**City of
Santa Clara**
The Center of What's Possible

City services add to your quality of life

Save this section for future reference

Santa Clara is a “full service” city – one of only a few communities in the Bay Area that has its own police, fire, library, recreation, and electric, water, and sewer utilities, as well as all of the other departments and civic amenities expected in a thriving community.

Being a resident of a full service city offers many advantages including convenience, a City-wide commitment to excellence and outstanding customer service, and reduced costs of service. For example, customers of Santa Clara’s utilities pay the lowest rates in the nine Bay Area counties.

If there is a downside to having such a broad array of services under one municipal umbrella, it’s that residents may not be aware of all the City of Santa Clara has to offer. With so many services — designed for all age groups, interests and needs – it can be difficult to keep track of what’s available.

We hope this overview summary of City services will help the residents of Santa Clara become more familiar with City services and encourage residents to explore and take advantage of living in a full service community.

9-1-1

Calm, efficient and highly trained City dispatchers are on the job for Santa Clara residents 24 hours a day, every day of the year, ready to send emergency help – police, fire, paramedics – to anyone living, working or visiting in the City of Santa Clara.

Abandoned Shopping Carts

Residents who would like to have abandoned shopping carts removed from their neighborhoods are encouraged to contact the store that owns the cart. A list of contact numbers is available on the City website, SantaClaraCA.gov/abandonedshoppingcarts. If a cart is unmarked or the store is unresponsive, residents can call the Street Department at 408-615-3080 for action.

Abandoned Vehicles

Residents can report vehicles that have been parked in one location on a City street for more than 72 hours on the Abandoned Vehicle Abatement Hotline, 408-615-4778 or file a report online on the City website, SantaClaraCA.gov. Once notified, the City will begin the process to have it removed.

Animal Services

Silicon Valley Animal Control Services (SVACA) provides the residents of Santa Clara with a full range of animal services including low cost vaccination and microchip clinics, adoption programs, classes on animal care and training, the care of injured, lost and abandoned animals, and more. It is located at 3370 Thomas Rd. For information, visit svaca.com or call 408-764-0344.



Appliance Disposal

Santa Clara residents can dispose of old refrigerators and other large appliances at no cost during the annual community Clean-Up Campaign each spring.

Art supplies

Central Studio at the Central Park Library provides residents with free paper, colored pencils, drawing pencils and other art supplies, in addition to a quiet space to explore their artistic ideas.



Automatic Utility Payment

Utility customers may charge their utility bill payments [electric/Silicon Valley Power, water, sewer, refuse collection] automatically to a credit card. For more information, visit “My Utilities Account” at SantaClaraCA.gov or call 408-615-2300.

Bicycles

The City of Santa Clara, recognized as one of America’s “Bicycle Friendly Communities,” contains 23.6 miles of bike lanes, 5.8 miles of bike routes and 9.3 miles of recreational paths. A bicycle map that can be downloaded at SantaClaraCA.gov/residents/maps. A Bike Fixit Station is located at Central Park Library that includes a bike stand and tools.

Calendar

The City publishes a wall calendar each year that is distributed free to all households and businesses. It includes information on City services as well as dates of many public meetings and community events.

CERT (Community Emergency Response Teams)

Residents can sign up for a free 21-hour training program to learn how to take care of themselves, their families and their neighborhoods in the event of a disaster. Participants learn fire suppression, basic medical care, light search and rescue and other safety skills. Graduates receive a manual, safety helmet and reflective vest. For information, call the Fire Department at 408-615-4940 or visit SantaClaraCA.gov.

Children & Youth

The City of Santa Clara provides many services for our younger residents – from library story times for infants through an active Teen Center and the opportunity to grow leadership skills as a member of the Youth Commission. Both the Library and the Parks & Recreation Department offer dozens of programs every month designed for children and teens. Full schedules of activities and facilities can be found on the City website at SantaClaraCA.gov.

Christmas Tree Recycling

Christmas trees are picked up at no cost the first full week in January as part of the regular weekly collection of garbage, Clean Green and recycling. Residents of apartments and multi-family units may place their trees curbside on the regular solid waste pickup day for their neighborhood. Collected trees are chipped into mulch. For information, call 408-615-3080.

Citizens’ Police Academy

Residents over the age of 21 who would like to learn more about community policing can enroll in a 12-session program that presents an overview of police functions and operations. Participants in the Citizens’ Police Academy also ride along with an on-duty officer, tour the County jail and participate in various role playing exercises. For more information or to apply, visit scpd.org/community.

City-wide Garage Sale

Residents who take part in this annual event benefit from free advertising on Cable Channel 15, the City website and various online classified ads. For information on how to participate, visit SantaClaraCA.gov/citywidegaragesale or call 408-615-3080.

Citizenship

The “Pathway to Citizenship” webpage on the City’s website provides shortcut links to information and resources about the naturalization process. Visit [SantaClaraCA.gov/Pathway-ToCitizenship](https://www.santacruz.ca.gov/Pathway-ToCitizenship). Central Park Library has many books and videos about becoming a U.S. citizen in its Citizenship Corner and it hosts periodic information sessions and a weekly informal ESL conversation club. For information visit [Library.SantaClaraCA.gov](https://www.santacruz.ca.gov/Library.SantaClaraCA.gov).

Code Enforcement

City staff follows up on every code compliance complaint made by residents who believe that one or more of the hundreds of City codes designed to maintain a healthy, safe and clean environment has been violated. Code Enforcement information detailing the most common situations is posted on the City website, [SantaClaraCA.gov](https://www.santacruz.ca.gov). For information, call 408-615-2210.

Community Involvement

The City of Santa Clara offers residents a variety of opportunities to become involved with their community and government, including serving on a City Commission, Board or Committee. Openings are posted in the City Clerk’s Office at City Hall and on the City website, [SantaClaraCA.gov/commissions](https://www.santacruz.ca.gov/commissions). Residents are invited to volunteer their time and expertise in the Citizens’ Police Academy, Fire Reserves, CERT program, Leadership Santa Clara, Police Activities League, and at the library, parks, Senior Center and recreation activities. Residents can also sign up to “Adopt-a-Spot” to help keep public spaces clean and beautiful. Information on these programs, as well as a listing of local community volunteer groups can be found at [SantaClaraCA.gov/communityvolunteer](https://www.santacruz.ca.gov/communityvolunteer). For more information, call 408-615-2220.

Composting Classes

Free classes on composting basics and worm composting are offered each year to Santa Clara residents. For information, call 408-918-4640.

Concerts

Free outdoor musical performances are scheduled throughout the summer in Central Park. Look for the schedule on the City website, [SantaClaraCA.gov](https://www.santacruz.ca.gov).

Cooling Centers

When the outdoor temperature reaches a dangerous level, the City opens cooling centers to give residents a place to get out of the heat. Locations are announced on the City website [SantaClaraCA.gov](https://www.santacruz.ca.gov).

Crime Prevention

The Santa Clara Police Department offers residents a wide variety of tips and resources they can use every day to stay safe. They are posted online at [scpd.org/crime/tips_resources.html](https://www.scpd.org/crime/tips_resources.html). The guidelines help residents learn how to protect themselves in a variety of situations at home, at work, while shopping, or walking and driving on the street.



Curbside Recycling

A large variety of items can conveniently be recycled curbside. Common household items including glass containers, aluminum and metal cans, scrap metal, plastic containers, newspapers, mixed paper and cardboard may be placed into your blue, wheeled cart for weekly pick-up. Used motor oil (placed in a one gallon container with a secure fitted lid) and used oil filters (placed in a leak-proof bag) will be collected when placed next to the blue, wheeled cart. For information about recycling, call 408-615-3080. Yard clippings are also collected weekly on the curb in a separate Clean Green container. Residents may request extra Clean Green containers for one-time cleanups or during the leaf dropping season by calling 408-727-5365.

Development Project Input

Residents can stay informed about proposed residential and commercial development projects through two services on the City website [SantaClaraCA.gov](https://www.santacruz.ca.gov). The Development Projects List webpage provides an overview of each project. The Planning Community Meetings webpage lists the dates and times of public meetings scheduled to obtain community input about a proposed development.

Discounted Admission

Residents who have a Santa Clara Library card have access to free and discounted passes to local museums and cultural institutions through the Discover & Go program. Discounted admission tickets to California’s Great America can be purchased online at [SantaClara.org](https://www.santacruz.org) or in at the Santa Clara Chamber of Commerce and Convention-Visitors Bureau, 1850 Warburton Ave.

Dog Park

Dogs can enjoy an off leash romp at the Raymond G. Gamma Dog Park, 888 Reed St. which has a separate area for small dogs, benches and picnic tables, water for pets and humans and off street parking. It is open sunrise to sunset daily with the park closed on Thursdays for maintenance.



Domestic Violence

Anyone who is experiencing abuse of any type by a partner in a relationship can get help from domestic violence resources including a 24-hour crisis hotline, 800-799-7233, walk-in crisis counseling, support groups and other programs provided by local nonprofit agencies. Emergency domestic violence incidents should be reported by calling the Santa Clara Police Department at 9-1-1.

Drug Abuse Prevention

The Santa Clara Police Department teaches every 5th grader in 17 public and private schools in Santa Clara about the consequences of drug abuse. DARE (Drug Abuse Resistance Education) provides them with skills to resist peer pressure to experiment with drugs, alcohol and tobacco.

E-billing

City utility customers can automatically receive and pay their bills online. To sign up, visit “My Utilities Account” at [SantaClaraCA.gov](https://www.santacruz.ca.gov) and click on Bill Payment Options.

Emergency Preparedness

Helpful information on how to be better prepared for disasters such as earthquakes is available in the Emergency Preparedness Guidelines that can be downloaded from the City website [SantaClaraCA.gov](https://www.santacruz.ca.gov). The publication includes checklists for supplies you should have at home, at work, and in the car in order to be self-sufficient for 72 hours. It also includes pointers on what to do during and after an earthquake, and how you and your family can help prevent flu.

Learn about new services

Comcast Channel 15
City website:
[SantaClaraCA.gov](https://www.santacruz.ca.gov)

Emergency Shelters

In case of a natural or man-made disaster that requires residents to leave their homes, the City of Santa Clara will provide emergency shelter at such locations as the Senior Center, the Youth Activity Center and the Community Recreation Center. Public notice about the opening of emergency shelters will be broadcast on Cable Channel 15, on commercial radio and TV news programs, and on the City website.

Emergency Water Supply

The Tap Water Express is a custom-designed vehicle that can be used to distribute tap water in the event of a disaster or lengthy water system repair. It holds 4,000 16-ounce servings of ice cold tap water and can be mobilized and set up within five minutes of arriving on site.

Employment

The City of Santa Clara offers excellent employment opportunities ranging from administrative to technical positions, career-track police officers to part-time crossing guards. For a complete list of openings, visit SantaClaraCA.gov or call 408-615-JOBS. Jobseekers can also get useful information on local companies, new careers and job search skills at the Santa Clara City Library.



Energy Use Tracking Tools

Want to save energy, but don't know how to track your usage? The City has tools to help you find out how much it costs to run your refrigerator, identify GFI circuits, reduce drafts and more. For information, visit SiliconValleyPower.com/tools.

eNotify

Get up to the minute City news and event information in your email box. You can specify which types of events and news information you would like to receive. Sign up on the City website SantaClaraCA.gov/enotify.

Environmental Days

Twice a year, Santa Clara residents, with proof of residency, can take advantage of free disposal of documents for confidential shredding, e-waste, universal waste (batteries, cell phones, CFLs and fluorescent tubes), plastic play structures/toys and clothing. For information, call Recology South Bay at 408-970-5100.

EV Charging Stations

Charging stations for electric vehicles are located at several City properties including City Hall, Central Park Library the Tasman Parking Garage, the Convention Center and Levi's Stadium parking lot.

File of Life Magnet

Free File of Life kits are available for all Santa Clara residents from the Santa Clara Fire Department. The kit contains a refrigerator magnet with an attached pocket containing a card with vital emergency information, such as an individual's medical history, that can be critically important in an emergency. Paramedics, firefighters and police are trained to look for File of Life magnets.

Fire Safety

Santa Clara's Fire Department responds to thousands of calls for service from residents and visitors each year. Fire safety tips are published in Inside Santa Clara, the City's newspaper, and posted on the City website SantaClaraCA.gov so that residents can take steps to protect themselves, their families and their property.

Flooding

If the storm drain catch basin on your street becomes clogged, call the Street Department at 408-615-3080 to have it cleared so that flooding will not occur during heavy rainfalls. If flooding is likely to occur, City staff will visit each neighborhood that is threatened to distribute advisory notices. For information on availability of free sandbags, call 408-615-3080.

Free Events

Spring: Easter Egg Hunt at Central Park for children ages 3-8. You bring the basket, the City provides free brightly colored eggs and candy to find, and everyone enjoys family entertainment.

Summer: Pro and backyard barbecue teams compete at the Silicon Valley BBQ Championships in Central Park, with live music and family-friendly fun. Free entertainment and activities for children, with fireworks at night are offered at the All City Picnic in Central Park on Independence Day. There are free outdoor concerts in Central Park and a Street Dance at Franklin Square.

Fall: The Annual Art & Wine Festival is two days of free entertainment and fun in Central Park each September. Community groups cook up international foods for purchase to accompany wine tasting and art exhibits. All proceeds of the festival benefit local charities.

Winter: The Holiday Tree Lighting Ceremony on the first Friday evening in December features entertainment and refreshments and is the traditional opening of the holiday season in Santa Clara. The tree is topped by Teddy, a stuffed bear that has looked over Santa Clara's holiday festivities since 1911.

Fresh Produce

A Farmers Market is held every Saturday morning on Jackson Street between Benson and Homestead where residents can buy freshly-picked in season fruits and vegetables. Residents can also join a CSA (Community Supported Agriculture) program and pick up their order of fresh produce at the Central Park Library. The Library is also a site for participants in a Community Supported Fishery program to pick up fresh, sustainably harvested fish.



Fireworks

The City of Santa Clara is one of the few remaining communities in the Bay Area to offer a free fireworks display on July 4th. The spectacular display is the closing entertainment of the All-City Picnic in Central Park. Personal possession and use of fireworks is illegal.

First-time Homebuyer Help

The City offers free workshops for first-time homebuyers to help them learn how to purchase a below market price home and/or apply for assistance programs for the first purchase of their homes. The workshops are led by Housing Trust Silicon Valley and schedule information can be found at HousingTrustSV.org/homebuyer-calendar.

Flood Insurance

Because of the City of Santa Clara's high rating in the National Flood Insurance Program, property owners in Santa Clara can receive a 10% discount in the premium costs for NFIP policies issued or renewed in the Special Flood Hazard Area. Current flood maps and flood protection references are available at Santa Clara Central Park Library and the City's Permit Center.

Garbage Disposal

In addition to regular weekly collection of garbage, residents of Santa Clara are offered the opportunity each spring to clean out their homes and yards, and get rid of unwanted materials in the annual community Clean-Up Campaign. Residents may dispose of bulky items and discards not normally taken. Rules, regulations and pick-up dates for your neighborhood can be found in the Annual Report/City Calendar and the spring issue of Inside Santa Clara, the City newspaper. There are also two free disposal days for Santa Clara residents each year where, with proof of residency, you can dispose of up to 7 cubic yards of waste (including up to 1 cubic yard of concrete, asphalt or dirt) at no cost. Materials must be brought to the Mission Trail Waste Systems Materials Recovery Facility. Appointments are required. Call 408-727-5365.

Genealogy Research

You can learn more about your ancestors and create a family tree with free resources at the Central Park Library Heritage Pavilion, which has an excellent local history collection. It is home base of the Santa Clara County Historical & Genealogical Society and free public programs are offered throughout the year.

Golf

Santa Clara residents pay a reduced green fee for the championship 18-hole golf course at the Santa Clara Golf & Tennis Club, 5155 Stars and Stripes Dr. There is also a lighted golf range, practice putting green, locker room and showers. The golf course is closed periodically when there are large events at Levi's Stadium. For information or to book a tee time, visit SantaClaraGC.com or call 408-980-9515.

Graffiti

Report graffiti online at SantaClaraCA.gov/graffiti or call the Street Department at 408-615-3080. Call the Police Department's Dial-a-Tip/Graffiti Hotline at 408-241-9495 to report suspect information.

Health & Wellness

Residents over the age of 50 have access to free services through the Health & Wellness program at the Senior Center designed to maintain a healthy, independent life including: education, support groups, flu shot clinics, blood pressure and glucose testing, safety checks, resource referrals and strategies to help seniors live independently longer. Home visits are available for those with limited mobility. To schedule an appointment, call 408-615-3170. The Santa Clara City Library also frequently schedules speakers on health topics.



Historic Preservation

The City of Santa Clara has been in existence for more than 150 years, and residents are proud of its heritage and traditions. An extensive collection of materials related to the history of the City and the region are available to residents in the Central Park Library's Heritage Pavilion. Public and private historic properties are described in a story map on the City website SantaClaraCA.gov. Residents on the Historical & Landmarks Commission serve as advisors to the City Council on matters related to historical places and landmarks in Santa Clara.

Holiday Garbage

Residents may set out two extra 32-gallon garbage bags during the two-week period following Christmas at no extra charge. For more information, call 408-615-3080.

Holiday Outdoor Decorations Contest

Each December, residents are invited to decorate their homes for the holidays and nominate their efforts for recognition by the City. Driving directions for nominated homes are available at City Hall and online at SantaClaraCA.gov. Call 408-615-2210 or visit santaclaraca.gov/holiday-contest.

Home Energy Audit

Silicon Valley Power, the City's electric utility, provides residents with free home energy audit. A qualified Energy Specialist will come to your home to help you understand your electric usage, find ways to reduce energy consumption, improve comfort and lower energy bills. To schedule an appointment, call the Energy Conservation hotline at 408-244-SAVE (7283) or visit SiliconValleyPower.com/audit for information.

Home Fire Safety

A member of the Fire Department will visit your home upon your request to identify any fire or health hazards. To schedule, call 408-615-4970.

Home Improvement Loans and Grants

Low to moderate income homeowners can apply for loans and grants from the City of Santa Clara for home improvements such as re-roofing, plumbing, heating/cooling, electrical, termite damage, foundation and weatherization. For information call 408-615-2490. Seniors may also qualify for low interest loans for attic insulation and the installation of grab bars and ramps. For information call 408-615-2490.

Household Hazardous Waste

Free drop-off days are scheduled throughout the year so that Santa Clara residents can safely dispose of household hazardous wastes such as household cleaning supplies, leftover paint, fertilizers, pesticides and other materials that should not go to the landfill, including e-waste. For specific dates, times, and locations, visit hhw.org or call 408-299-7300.

Housing Issues

The City of Santa Clara partners with Project Sentinel, an independent nonprofit organization, to provide residents with several programs related to fair housing, mortgage problems and tenant/landlord dispute resolution. For information, call 408-720-9888.

Income Tax Help

Seniors can receive free assistance to file income tax forms at the Senior Center. Resources to help taxpayers of any age and income are available at Santa Clara City Library.



Junior Theater

Santa Clara children and teens are invited to perform in a musical production through the Roberta Jones Junior Theatre program. Every child who auditions gets a role! For information, visit rjjt.org.

Leadership Training

The City offers residents a six-month course each year called Leadership Santa Clara to provide information and skills building to individuals who have an interest in being a future community leader. In addition to presentations about City government and regional issues, participants learn presentation techniques, team building, meeting management, ethical decision-making and other skills. For information, call the City Manager's Office at 408-615-2210.

Legal Information

Residents can obtain legal assistance in several ways from resources provided by the City. Residents age 60+ can sign up for a free appointment with Senior Adult Legal Assistance by contacting the Senior Center at 408-615-3170. Those who are concerned about a legal issue related to housing including tenant/landlord disputes and fair housing issues can receive help from Project Sentinel, an independent nonprofit organization that receives funding from the City to serve its residents. For information, call 408-720-9888. The Santa Clara City Library also has many resources in its collection that can help research legal issues.

Library

The Santa Clara City Library has repeatedly been selected as one of the best public libraries in the U.S. based on the depth and breadth of its collection, the variety of its programs and its customer service performance. There are three Library facilities to serve Santa Clara residents. The Central Park Library, 2635 Homestead Rd., houses most of the Library's materials and is the location of many of its programs. The Mission Branch, 1098 Lexington St., hosts a smaller collection and focuses on literacy programs for adults and families. Northside Branch Library, 695 Moreland Way, features a 40,000-item collection, a community room, small group study areas and a technology center. Residents can enjoy all the Library has to offer at no cost. A Library card is required to check out books, DVDs, CDs and other materials and to access online databases and other resources. You must provide one valid government issued ID to obtain a Library card, but you do not need to be a resident of the City of Santa Clara or a U.S. citizen. To get a greater appreciation for all of the services available at the Library, Santa Clara residents are invited to visit and talk with a friendly librarian, and to explore the Library's website at Library.SantaClaraCA.gov.

Literacy Services

Free literacy instruction for English-speaking adults who want to improve their basic reading, writing and/or math skills is offered through the Read Santa Clara program. For information, call 408-615-2956 or visit the website Library.SantaClaraCA.gov.

Medical Database of Special Needs

Residents who use life and health sustaining medical equipment powered by electricity can voluntarily register with the Santa Clara Fire Department so that they can receive service during emergency conditions such as electric blackouts. To register, call 408-615-4900.

Medical Emergencies

The Fire Department provides pre-hospital emergency medical services to anyone who lives, works or visits Santa Clara. Highly trained paramedics will assess, treat and prepare the patient for ambulance transport to a hospital if necessary. Call 9-1-1 for help.

Mission City Memorial Park

Mission City Memorial Park, one of the oldest cemeteries in California, is owned and operated by the City of Santa Clara. The 30-acre, tree-studded site is available to any family that is looking for a beautiful final resting place for a loved one. Final disposition options include in ground burial, mausoleum placement or in ground or niche placement of cremated remains. The City maintains permanent records of individuals placed in Mission City Memorial Park and maintenance in perpetuity. Call 408-615-3790 or email cemetery@SantaClaraCA.gov.



Neighborhood Safety

If you and your neighbors would like to become better acquainted, prepare for an emergency and help prevent crime, the City of Santa Clara will help you start a Neighborhood Watch program on your street. More than 90 Neighborhood Watch programs are already in existence. For information, call the Police Department's Crime Prevention Unit at 408-615-4876. All residents and neighborhoods are invited every August to participate in National Night Out, a program designed to increase awareness of crime prevention services and strengthen neighborhood spirit. Activities can be of all types – barbecues, ice cream socials or block parties, for example. For information call 408-615-4876.

Newborn Infant Surrender

Newborn infants may be safely surrendered at any Santa Clara Fire Station. If the child has not been injured or abused, no questions will be asked about the reasons for the abandonment. Under State law, parents can reclaim an infant within 14 days.

Online Building Permit Database

Residents can check the status of a permit application online or get information about the permit history of a parcel through the City's Smart Permit Information Center on the website SantaClaraCA.gov.

Online Crime Reports

Residents can report non-emergency crimes such as lost property, identity theft, vandalism, harassing phone calls, etc. at their convenience by completing an online crime report at scpd.org/onlinereporting.

Outdoor Ice Skating

The City sets up a temporary ice rink in Central Park each winter. It opens at the annual tree lighting ceremony and remains in operation until mid January. Residents can enjoy two-hour skate sessions, ice skating lessons and birthday party rentals at modest rates. For information, visit SantaClaraOnIce.com.

Parent Information

A guide to resources for young children, ages infant to 6, is available for parents and caregivers on the City website SantaClaraCA.gov/0to6. It includes a list of childcare providers, information on early learning, child development, health and nutrition, and other local and web resources.

Parks and Playgrounds

Santa Clara residents can enjoy more than three dozen parks, playgrounds and pool facilities. Learn about the location and amenities of each and visit them "virtually" on a story map on the City website SantaClaraCA.gov. Of special note is the Ulistac Natural Area, 40 acres of open space that showcases seven distinctive natural habitats and allows residents to experience the vegetation and wildlife that naturally occur in this area.

Permit Center

The City of Santa Clara Permit Center, located in City Hall, 1500 Warburton Ave., provides "one stop" for residents who need to get a building, encroachment, planning and development, or fire permit. It is designed to help residents have a streamlined experience when they come for information and approvals.

Prescription Medication Disposal

Safely dispose of unused or out-of-date prescription drugs, over-the-counter medications, veterinary drugs and nutritional supplements by dropping them off at the Santa Clara Police Department, 601 El Camino Real. The service is free and anonymous. Appointments are available Monday-Friday, 8 a.m.-4 p.m. To schedule, call 408-615-4727. All of these substances can pose serious health hazards to people and the environment and should NEVER be tossed in the garbage or flushed down the toilet or sink.

Public Art

Public art is located throughout the City of Santa Clara to add beauty and interest. For a map of locations or a virtual tour of the art installations, visit SantaClaraCA.gov. The newest public art piece is the Super Bowl 50 commemorative sculpture "Anything's Possible" located across from Levi's Stadium.

Rebates

Silicon Valley Power, the City's electric utility, offers customers rebates on the purchase of a variety of energy-saving appliances such as electric dryers, pool pumps, ENERGY STAR ceiling fans and more. To see the complete list and obtain information on how to apply for a rebate, visit SiliconValleyPower.com or call 408-244-SAVE (7283).

Recreation Classes

Hundreds of classes for adults, children and teens are offered by the Santa Clara Parks & Recreation Department each year. Residents have priority registration privileges and reduced fees. Copies of the Recreation Activities Guide published in April, August and December are available at all City facilities, online or call 408-615-3140.

Scholarships

High school students residing in Santa Clara are eligible for community service scholarships to help pay for college admission fees, tuition and books, sponsored by the City's Youth Commission. For information, call 408-615-3741.

Scholarships of \$5,000 for students who plan to pursue a college degree in a field related to energy services, public power, and/or the power industry such as engineering, technology and environmental science are offered to Santa Clara residents by the City and Silicon Valley Power, the City's electric utility. Technical tuition grants of \$2,000 are available for individuals pursuing professional development at technical schools or community colleges to further their careers in energy-related jobs. For information, visit SiliconValleyPower.com/scholarship.

Seed Library

The Central Park Library maintains a collection of seeds for fruits, vegetables and flowers that can be taken at no cost by Library cardholders to start a garden. Residents who harvest seeds from these plants are asked to return them to the collection for others in the community to share.



Seniors

The City of Santa Clara offers a broad range of services for adults over the age of 50, the fastest-growing segment of the City's population. Most services for older adults are located at the Santa Clara Senior Center, 1303 Fremont St., the largest senior center in the Bay Area. The facility includes a large fitness center, three indoor pools, computer lab, billiards and game room, ceramics/painting studio, wood shop, lapidary room, coffee/snack bar and plenty of comfortable chairs for casual gatherings and conversation. Activities and programs are varied to be appealing to active older adults as well as those who prefer a slower pace or are homebound. For information, call 408-615-3170.

Sewer Problems

If you experience a sewer back-up, City crews will come to your property at no cost to check for clogs in the sewer main and lateral lines. During normal business hours Monday through Friday, call 408-615-2000 to schedule an appointment. After 5 p.m., on weekends and holidays, call 408-615-5640. Call the City first, before calling an outside plumber.

Sidewalks

Sidewalks, curbs and gutters that have large cracks, poor drainage or otherwise need repair should be reported by residents to the Street Department online at SantaClaraCA.gov or call 408-615-3080.

Sister Cities

Santa Clara has three Sister Cities: Izumo, Japan, Coimbra, Portugal, and Limerick, Ireland. The City works with an independent nonprofit organization, the Santa Clara Sister Cities Association, to host exchange students and delegations. Residents can participate as host families or as community supporters. For information, visit SantaClaraSisterCities.org.

Skate Park

Santa Clara's Skate Park, located at the corner of Cabrillo Avenue and San Tomas Expressway, is open only to residents of Santa Clara and students of Santa Clara Unified School District. The park has features for all levels of ability and is open Monday-Saturday. For school year and summer hours, call 408-615-3191.

Solar Power

Residents are rewarded for installing a home solar system with a cash rebate of up to \$1.00 per watt from Silicon Valley Power, the City's electric utility. For information, visit SiliconValleyPower.com/solar or call 408-244-SAVE (7283).

Streetlights

If streetlights are burned out or need other repairs, residents should call Silicon Valley Power at 408-615-5600, or send a notice online at SiliconValleypower.com.

Street Sweeping

The City sweeps residential streets clean, usually one day after the garbage collection day, on a minimum schedule of at least bi-weekly. For information, call 408-615-3080.

Street Repair

Residents can report potholes or other street maintenance issues by calling 408-615-3080.

Swimming Pools

Blocks of time are set aside at the world-famous George F. Haines International Swim Center adjacent to Central Park for the public to use this facility that contains an Olympic caliber training pool, racing pool and diving well. Community groups such as the Santa Clara Swim Club, the Santa Clara Divers and the Santa Clara Aquamaids also use this pool. Community swimming pools for public use during the summer are also located at Mary Gomez Park, Warburton Park and at the Montague Swim Center adjacent to Montague Elementary School. Santa Clara residents age 50+ swim for free at the indoor pools (lap pool, warm water pool and spa) at the Senior Center.



Televised Public Meetings

Watch City Council and Planning Commission meetings real time on the City's Cable Channel 15. City Council meetings are also live-streamed on Facebook, YouTube and the City website, SantaClaraCA.gov. You can also view archived City Council meetings 24 hours a day online at SantaClaraCA.gov/councilmeetings.

Tennis

Lighted tennis courts are available for residents at the Santa Clara Golf & Tennis Club, 5155 Stars and Stripes Dr., and the Santa Clara Tennis Center at Central Park. There are also public tennis courts at Earl Carmichael, Fairway Glen, Henry Schmidt, Jenny Strand, Lick Mill, Mary Gomez, Maywood, Montague and Thamien parks.

Tools

Central Park Library has a Tool Lending Library where residents can check out a variety of tools to track energy use, identify GFI circuits, reduce drafts or take care of other household projects. They are available at no cost to any Library card holder.

Traffic Information

View 16 different traffic cameras 24 hours a day along Great America Parkway, Mission College Boulevard and Tasman Drive online at SantaClaraCA.gov/trafficeam. Santa Clara Police Department uses the Nixle messaging system to notify residents about major traffic issues. Sign up at scpd.org. Freeway traffic conditions can be found at 511.org.

Trail

The San Tomas Aquino/Saratoga Creek Trail provides a walking, running and bicycling trail south from the San Francisco Bay Trail to Cabrillo Avenue.



Transit Center

Residents of Santa Clara have convenient access to regional public transportation systems at the Santa Clara Station, 1001 Railroad Ave., adjacent to the site of the historic Santa Clara Depot. At this station, residents can connect with Caltrain, the Altamont Commuter Express (ACE) train, and VTA buses. There is a free shuttle between the Santa Clara Station and the San Jose Mineta International Airport.

Trees

The City provides free maintenance for City street trees – those that are planted in the property frontage within the City's right-of-way easement, usually the area between the sidewalk and the street in the front yard of a residence. If a City street tree needs to be trimmed or replaced because of disease, call 408-615-3080. You may also call that number if you would like to be placed on a list to have a street tree planted in your yard. Property owners are responsible for watering and fertilizing street trees.

Unwanted Vehicles

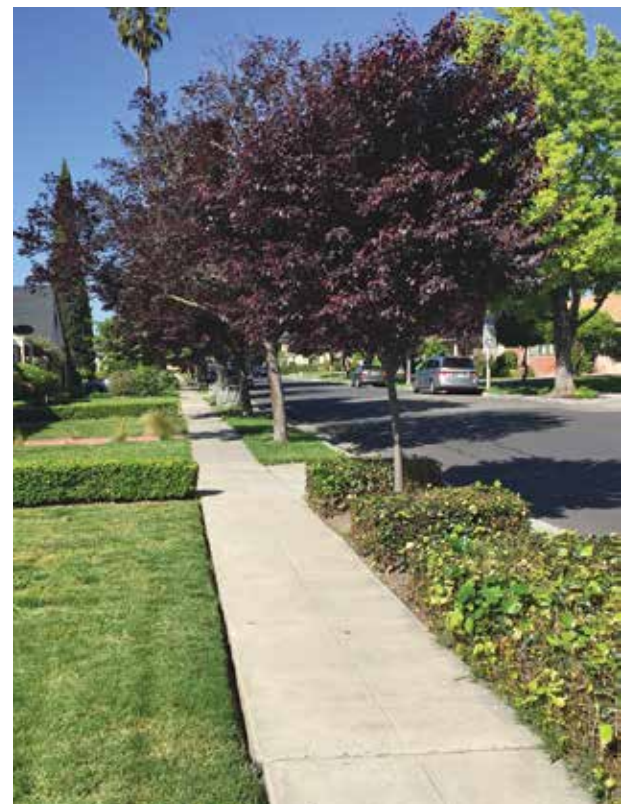
Santa Clara residents have access to free removal and disposal of unwanted passenger vehicles including sport utility vehicles, vans and pick-up trucks through the City's arrangement with the current towing service contract. RVs, motor homes, boats and oversized vehicles are not accepted. For information, call 408-615-4867.

Utility Bill Payment Assistance

Residents experiencing financial hardship can request emergency assistance. There are two programs available from the Silicon Valley Power, the City's electric utility, for low income households and for individuals who have a medical condition and/or are disabled. The Help Your Neighbor program, which is funded by donations to the Give a Little ... Help a Lot campaign, is another option for Santa Clara residents experiencing financial difficulties. For information, call 408-615-2300.

Veterans Memorial

A ceremony honoring veterans is held every November 11th at the Santa Clara Veterans Memorial in Central Park. Residents can have a brick installed to honor a veteran at a modest fee. Other events are held on some national holidays. For information, call 408-296-2512.



Water Leaks and Pressure

City staff from the Water Utility will visit homes at no charge to check water meters for indications of leaks, investigate low water pressure problems and help residents learn how to read their water meters. To schedule, call 408-615-2000 between 8 a.m. and 5 p.m. Monday through Friday.

Water Shutoff

If residents need to shut off the water to their home, and they cannot locate the "house valve," they can request a City technician to come to their property to turn off the water at the meter during regular business hours. To schedule, call 408-615-2000.

Water Quality

Residents of Santa Clara receive high quality drinking water from the City's Water Utility that operates a thorough and comprehensive water quality monitoring program. Water Quality details are reported in the Consumer Confidence Report published annually as an insert in Inside Santa Clara, the City's newspaper. For the current version, visit santaclaraca.gov/ConsumerConfidenceReport.

Wi-Fi

Free outdoor access to the Internet is available in Santa Clara, made possible by an advanced metering system used by Silicon Valley Power, the City's municipal electric utility. It's important to note that the free public Wi-Fi access channel, similar to Wi-Fi in coffee shops and retail stores, is not encrypted. Private information such as credit card, bank or personal information should NOT be transmitted over it. The access covers most of the outdoor areas in Santa Clara although natural or constructed obstacles may block Wi-Fi signals in some locations. For information, visit santaclarafreewifi.com.

Wildlife

The Wildlife Center of Silicon Valley provides care for sick or injured wildlife. Residents who are holding wildlife that is in need of help should take the animal directly to the Wildlife Center, 3027 Penitencia Creek Rd., San Jose, during their business hours if it is safe to do so. If it is not safe, call Silicon Valley Animal Control Authority for transport, 408-764-0344.

Voter Registration

Residents can pick up a voter registration postcard at Santa Clara City Hall, 1500 Warburton Ave., the Santa Clara City Library and all Fire Stations.

Water Conservation

Free water conservation devices including low flow showerheads, faucet aerators and automatic shut-off hose nozzles can be picked up by residents at the Water & Sewer Utilities Office at City Hall, 1500 Warburton Ave. Also, information on rebate programs and water saving tips is available online at SantaClaraCA.gov/waterconservation.

Primary Websites		
City of Santa Clara Home Page SantaClaraCA.gov	Santa Clara Police Dept scpd.org	Silicon Valley Animal Control Authority svaca.com
City of Santa Clara Library SCLibrary.org	Silicon Valley Power SiliconValleyPower.com	Santa Clara Chamber of Commerce & Convention-Visitors Bureau SantaClaraChamber.com

City of Santa Clara Public Facilities	Santa Clara Parks
City Hall 1500 Warburton Ave. 408-615-2200	
Community Recreation Center 969 Kiely Blvd. at Central Park 408-615-3140	Mary Gomez Park 651 Bucher Ave.
George F. Haines International Swim Center 2624 Patricia Dr., at Central Park 408-615-3153	Maywood Park 3330 Pruneridge Ave.
Mission City Center for Performing Arts 3250 Monroe St. 408-423-2415	Montague Park 3595 MacGregor Lane
Mission City Memorial Park (cemetery) 420 N. Winchester Blvd. 408-615-3790	Parkway Park 3675 Forest Ave.
Mission Branch Library 1098 Lexington St. 408-615-2964	Raymond G. Gamma Dog Park 888 Reed St.
Museums Agnews Historic Cemetery & Museum, 1250 Hope Dr. Berryessa Adobe, 373 Jefferson St. Fire Museum, 1900 Walsh Ave. Harris-Lass Historic Museum, 1889 Market St. Headen-Inman House, 1509 Warburton Ave. Jamison Brown House, 1505 Warburton Ave. Triton Museum of Art, 1505 Warburton Ave.	Reed & Grant Streets Sports Park Under construction 
Northside Branch Library 695 Moreland Way 408-615-5500	Rotary Park 1490 Don Ave.
Permit Center 1500 Warburton Ave. 408-615-2420	San Tomas Aquino/Saratoga Creek Trail
Santa Clara City Central Park Library 2635 Homestead Rd. 408-615-2900	San Tomas & Monroe Neighborhood Park and Community Garden Under construction
Santa Clara Convention Center 5001 Great America Parkway 408-748-7000	Steve Carli Park 1045 Los Padres Blvd.
	Thamien Park 4321 Lick Mill Blvd.
	Thomas Barrett Park 1885 Worthington Circle
	Ulistac Natural Area 4901 Lick Mill Blvd.
	Warburton Park 2250 Royal Dr.
	War Memorial Playground 295 Monroe St.
	Westwood Oaks Park 460 La Herran Dr.
	Youth Soccer Park 5020 Stars and Stripes Dr. 
	
Connect with Social Media	Online Services
 Facebook/CityofSantaClara	Pay Utility Bills: SantaClaraCA.gov/MyUtilitiesAccount
 Twitter: @SantaClaraCity	Traffic Cameras: SantaClaraCA.gov/TrafficCam
 Twitter: @SantaClaraPower	View City Council Meetings and Agendas: SantaClaraCA.gov/CouncilMeetings
 Pinterest: pinterest.com/SantaClaraCity	Get an Online Building Permit: SantaClaraCA.gov/BuildingPermit
 YouTube: youtube.com/CityofSantaClara	Check Permit Status: SantaClaraCA.gov/PermitStatus
 Nixle Community Information Service: scpd.org/Nixle	Renew Business License: SantacClaraCA.gov/RenewLicense
eNotify: SantaClaraCA.gov/eNotify	Report a Crime: SantaClaraCA.gov/ReportCrime
 Nextdoor: Nextdoor.com	Report Graffiti: SantacClaraCA.gov/Graffiti
 MySantaClara: free mobile app downloaded from Apple App Store or GooglePlay	